



BRIAN E. FROSH, MARYLAND ATTORNEY GENERAL

PRESS RELEASE

Consumer Protection Division's Mediation Unit Helped Recover \$2 Million for Consumers in Fiscal Year 2021

Mediators Assisted More Than 8,000 Individuals Resolve Disputes with Businesses and Service Providers

BALTIMORE, MD (December 14, 2021) – Attorney General Brian E. Frosh today announced that the Mediation Unit of the Office of the Attorney General's Consumer Protection Division assisted more than 8,000 individuals who filed complaints with the Division, and helped reclaim over \$2 million on behalf of those consumers in Fiscal Year 2021.

“Our office is here to help with complaints against businesses and provide consumers with the tools to make informed decisions and advocate for themselves in the marketplace,” said Attorney General Frosh. “The pandemic has changed the way many of us shop and contract for various services, but consumers must still be treated fairly and businesses must act lawfully. If you have a complaint and can't resolve it on your own, our Consumer Protection Division may be able to assist.”

The Mediation Unit helps Marylanders who believe they have been misled, scammed, or otherwise treated unfairly by a business or service provider. Trained volunteer advocates and professional mediators work with the parties to mediate and resolve complaints.

In addition, the Division's Identity Theft Unit can help consumers protect themselves and their families against identity theft, and it can help victims take the steps necessary to recover their financial standing. Identity theft is increasingly common, especially in the fast-paced digital world we live in, but taking preventive measures can help reduce the chances of becoming a victim.

To file a complaint against a business with the Mediation Unit, visit www.MarylandAttorneyGeneral.gov. For questions or other assistance, call the Mediation Unit hotline at 410-528-8662 or email consumer@oag.state.md.us. The Identity Theft Unit can be reached at IDTheft@oag.state.md.us or 410-576-6491. The Division's Spanish hotline is 410-230-1712.

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